

The new medical plan for 2021, the Triple Choice Plan (TCP), has three tiers of providers you may select from that will determine your annual deductible. We are responding to member concerns about finding providers in Tier 1 in order to meet the lowest deductible. If you are choosing the TCP plan, please read this message carefully. ***(Remember: you must re-enroll in all benefits for 2021, including medical, dental, vision, life, disability and flexible spending.)***

The websites for both BlueCross BlueShield of Arizona (BCBSAZ) and UnitedHealthcare (UHC) are now completely updated and show the proper tier status for each provider. If a provider is in Tier 1, their status will not change throughout 2021. If during 2021, a Tier 2 provider meets the qualifications to become a Tier 1 provider, their status can be updated mid-year. Note: The displayed tiers in each provider website may have changed over the past few weeks, so please be sure to verify your provider's tier status and [update your elections](#), if necessary, before the close of Open Enrollment on November 6 at 5 p.m. Arizona time.



To find a doctor, provider or facility, please use these customized, dedicated carrier websites and phone numbers for our plans. Please do not use the general carrier websites or phone numbers.

UnitedHealthcare
- [whyuhc.com/stateofaz](https://www.whyuhc.com/stateofaz) or 800-896-

Providers and Facilities Always Tier 1

Under both carriers, the following in-network providers and facilities will always be included under Tier 1:

- Telehealth Services/Virtual Visit providers including: Doctor on Demand, Amwell, Teladoc and BlueCare Anywhere
- Chiropractors
- Behavioral Health, Mental Health, and Substance Abuse Services
- Ambulance Services
- Emergency Room
- General Acute Care Hospitals in Arizona
- Surgery Services which require the use of a Centers of Excellence (UHC) or BlueDistinction Specialty Care (BCBSAZ)

Mayo Clinic Questions

We know that one of the advantages of our plan is access to the Mayo Clinic, hospital and providers. Each provider may be placed into a different tier by the two carriers. Here are the answers you need to understand the coverage under the TCP.

- **BlueCross BlueShield of Arizona**

This network offers all providers in the Mayo system in Tier 1 for the TCP. The Mayo Clinic Health System is made up of multi-specialty community clinics, physicians, durable medical equipment suppliers, a general acute care hospital and transplant facility.

- **UnitedHealthcare**

The following providers at Mayo Clinic are considered Tier 1 under the TCP: Mayo Hospital, oncologists, Mayo Clinic lab, radiology, durable medical equipment and rehabilitation services.

- For physicians, this network evaluates physicians individually and not generally by practice or group. To search [whyuhc.com/stateofaz](https://www.whyuhc.com/stateofaz) for physicians at the Mayo Clinic locations, use the following guidelines:
 - If you are already seeing a physician, search the physician's name on the UHC website.
 - If you are not seeing a physician, contact [Mayo Clinic](#) directly for doctors accepting new patients. Then search the UHC website by the recommended physician's name.
 - To perform a general search on the UHC website for physicians at Mayo Clinic, search by specialty and ZIP code, either 85054 or 85259.

Mayo Clinic is located at: 5777 E. Mayo Blvd., Phoenix, AZ 85054 or at 13400 E. Shea Blvd., Scottsdale, AZ 85259.

Updating Your Enrollment

If you have already enrolled and would like to change your carrier based on the information here, you may do so at any time before Open Enrollment closes on November 6, 2020 at 5 p.m. Arizona time. Once you have enrolled with a carrier, you may not change carriers during the 2021 plan year unless you have a [qualifying life event](#). Login to hrsistemas.azdoa.gov > Y.E.S. Portal.

Learn About Your Choices

- [Enrollment Guide](#): See rates and one-page explanations.
- [Benefits Website](#): With videos, carrier websites and more.
- [Open Enrollment Webinars](#): See an in-depth explanation of the new medical plan or an overview of dental/vision/life/flexible spending/wellness. If you cannot attend a live event, the recordings, slides and scripts [are now available](#).
- [FAQ](#): Want a quick answer? Check out our Frequently Asked Questions page updated daily.
- [ALEX - Virtual Benefits Counselor](#): To explore your options and get estimates and suggestions, visit ALEX. *(Note: visiting ALEX is not enrolling, you can only enroll through hrsistemas.azdoa.gov > Y.E.S. Portal).*

How to Enroll

- Login to hrsistemas.azdoa.gov > Y.E.S. Portal.
- On the left side, click Bookmarks > Your Employee Services > Open Enrollment.
- Then follow the steps to enroll. After completing each screen, click the blue "Continue" button in the right hand corner. Hint: Scroll down and to the right to find the button. *(For more information see the quick [Y.E.S. Online Enrollment Guide](#).)*

Questions About Your Benefits?

Please contact a Benefit Options representative by phone 602-542-5008, toll-free 1-800-304-3687, by email benefitsissues@azdoa.gov or visit benefitoptions.az.gov. Our office is closed for walk-ins at this time, but we can help you virtually Monday-Friday, 8 a.m. - 5 p.m. Arizona time, except holidays.



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